

Nationally Recognized, Industry-Based Skill Standards

This appendix presents a representative array of frequently used nationally recognized, industry-based skill standards.

<u>Industry/ Occupation</u>	<u>Title of Standard</u>	<u>Contact</u>
Administrative Support	Administrative Support Occupations: Skill Standards	International Association of Administrative Professionals Phone: 816-891-6600 Web: www.iaap-hq.org V-TECS Phone: 800-248-7701 ext. 543 or 404-679-4501 ext. 543 Web: www.v-tecs.org
Bioscience	Gateway to the Future: Skill Standards for the Bioscience Industry (for Technical Workers in Pharmaceutical Companies, Biotechnology Companies, and Clinical Laboratories)	Maura O'Dea Education Development Center, Inc. Phone: 617-969-7100 ext. 2397 Email: MauraO@edc.org Web: www.edc.org
Bioscience, Agriculture Biotechnology Technician	National Voluntary Occupational Skill Standards: Agricultural Biotechnology Technician	Bernard Staller National FFA Foundation Phone: 703-360-3600 ext. 268 Web: www.agriculture.com/contents/FFA/index.html
CADD	National Occupational Skill Standards: CADD (Computer Aided Drafting and Design)	LeeSa Gerst National Coalition for Advanced Manufacturing Phone: 202-216-2740 Email: gerstl@nacfam.org Web: www.nacfam.org/cadd.htm
Chemical Process Industry Technical Workers	Foundations for Excellence in the Chemical Process Industries: Voluntary Industry Standards for Chemical Process Industries Technical Workers	American Chemical Society, Education Division Phone: 202-872-8734 Web: www.acs.org/education/currmats/skills.html
Community Support/ Human Services	Community Support Skill Standards: Tools for Managing Change and Achieving Outcomes – Skill Standards for Direct Service Workers in the Human Services	Human Services Research Institute Phone: 617-876-0426 Web: www.hsri.org/skill/csss.html

Construction	<p>Construction Laborer Skill Standards:</p> <ul style="list-style-type: none"> • Concrete Worker Skill Standards • Lead Abatement Worker Skill Standards • Open Cut Pipe Laying Skill Standards 	<p>Laborers-AGC Education and Training Fund</p> <p>Phone: 860-974-0800</p> <p>Web: www.laborers-agc.org</p>
Electrical Construction	<p>Interim Job Descriptions and KSA Lists for Electrical Construction Worker, Electrical Line Construction Worker, and Electrical Residential Construction Worker</p>	<p>Charles Kelly</p> <p>National Electrical Contractors Association</p> <p>Phone: 301-657-3110</p> <p>Web: www.necanet.org</p>
Electronics	<p>American Electronics Association Skill Standards:</p> <ul style="list-style-type: none"> • Administrative/Information Services Support • Knowledge and Skills Framework • Manufacturing Specialist • Manufacturing Specialist Team Leader • Pre/Post Sales 	<p>American Electronics Association Center for Workforce Excellence</p> <p>Phone: 408-987-4293</p> <p>Email: Aeacenter@aeanet.org</p> <p>Web: www.aeanet.org</p>
Electronics	<p>Raising the Standard: Electronics Technician Skills for Today and Tomorrow</p>	<p>Electronic Industries Foundation</p> <p>Phone: 703-907-7400</p> <p>Web: www.eia.org/eif</p>
Electronics Technicians	<p>Characteristics of Competency: Measurement Criteria for Entry Level Electronics Technician Skills</p>	<p>Walter Seymour</p> <p>Electronic Industries Association</p> <p>Phone: 703-907-7670</p> <p>Web: www.eia.org</p>
Glaziers	<p>Glazier Certification Handbook, and Auto Glass Certification Handbook (each manual contains job skills lists)</p>	<p>National Glass Association</p> <p>Phone: 703-442-4890</p> <p>Email: nga@glass.org</p> <p>Web: www.glass.org</p>
Grocery Industry	<p>Front-end Associate Standards</p> <p>Stock/Production Associate Standards</p>	<p>Pat Slaughter</p> <p>Grocers Research and Education Foundation, National Grocers Association</p> <p>Phone: 703-437-5300</p> <p>Email: pslaughter@NationalGrocers.org</p> <p>Web: www.nationalgrocers.org</p>

Hazardous Materials Management Technology	National Voluntary Skills Standard: Hazardous Materials Management Technology	Judy McCarley Center for Occupational Research and Development Phone: 800-972-2766 or 254-772-8756 Email: mccarley@cord.org Web: http://cord.org/ncatc/hazmat.htm and www.cord.org
Health Care	National Health Care Skill Standards	National Health Care Skill Standards Project/WestEd Phone: 415-241-2761 Email: mcrepea@wested.org Web: www.wested.org/nhcssp/
Heating, A/C and Refrigeration	National Skill Standards: Heating, Air-Conditioning, and Refrigeration Technician	V-TECS Phone: 800-248-7701 ext. 543 or 404-679-4501 ext. 543 Web: www.v-tecs.org
Hospitality and Tourism	Performance Criteria in the Lodging and Foodservice Industries: <ul style="list-style-type: none"> • Bellperson • Busser • Cashier • Concierge • Front Desk Clerk • Host/ess • Reservationist • Server 	Council on Hotel, Restaurant, and Institutional Education Phone: 202-331-5990 Email: Info@CHRIE.org Web: http://chrie.org/
Machine Building	Duties and Standards for Machine Building Skills Levels I and II	Association for Manufacturing Technology Phone: 703-893-2900 Email: amt@mfgtech.org Web: www.mfgtech.org Steve Mandes National Institute for Metalworking Skills Phone: 703-352-4971 Email: nims@nims-skills.org Web: www.nims-skills.org

Machining/ Metalworking	Duties and Standards for Machining Skills Levels I, II and III	National Tooling and Machining Association Phone: 800-248-6862 or 301-248-6200 Web: www.ntma.org Steve Mandes National Institute for Metalworking Skills Phone: 703-352-4971 Email: nims@nims-skills.org Web: www.nims-skills.org
Manufacturing	<ul style="list-style-type: none"> • Health, Safety & Environmental Assurance • Logistics & Inventory Control • Maintenance, Installation & Repair • Manufacturing Production Process Development • Production • Quality Assurance 	LeeSa Gerst Manufacturing Skill Standards Council Phone: 202-216-2745 Email: lmgerst@aol.com Web: www.msscusa.org
Manufacturing – High Performance	National Voluntary Skill Standards for Advanced High Performance Manufacturing	LeeSa Gerst National Coalition for Advanced Manufacturing Phone: 202-216-2740 Email: gerstl@nacfam.org Web: www.nacfam.org
Metalworking/ Metalforming	Duties and Standards for Metalforming Skills: <ul style="list-style-type: none"> • CNC/NC Punch Press – Level II • Laser Cutting – Level II • Metalforming Skills – Level I • Metal Spinning – Level II • Press Brake – Levels II and III • Roll Forming – Level II • Slide Forming – Levels II and III 	Steve Mandes National Institute for Metalworking Skills Phone: 703-352-4971 Email: nims@nims-skills.org Web: www.nims-skills.org Precision Metalforming Association Phone: 216-585-8800 Web: www.industry.net/metalforming
Photonics	National Photonics Skill Standards for Technicians	Center for Occupational Research and Development Phone: 800-972-2766 or 254-772-8756 Web: http://cord.org/photonics/standard.htm and www.cord.org

Printing/ Graphic Communica- tions	Skill Standards for the Graphic Communications Industry: <ul style="list-style-type: none"> • Finishing and Distribution • Prepress/Imaging Operators • Press (Sheetfed and Web Offset Press Operators) 	Graphic Arts Technical Foundation Phone: 800-910-GATF or 412-741-6860 Email: info@gatf.org Web: www.gatf.org
Retail	Raising Retail Standards	Kathryn J. Mannes National Retail Federation Phone: 202-626-8110 Email: mannesk@nrf.com Web: www.nrf.com/nri/
Screw Machining	Duties and Standards for Screw Machining Skills Levels II and III	Precision Machined Products Association Phone: 216-526-0300 Web: www.pmpa.org Steve Mandes National Institute for Metalworking Skills Phone: 703-352-4971 Email: nims@nims-skills.org Web: www.nims-skills.org
Truck Driving	Skill Standards for Entry Level Tractor-Trailer Drivers Skill Standards for Professional Solo Tractor-Trailer Drivers	Professional Truck Driver Institute Phone: 703-838-8842 Email: vderoze@truckload.org Web: www.ptdi.org/standards/
Uniform and Textile Service	Skill Standards for Workers in the Uniform and Textile Service Industry: <ul style="list-style-type: none"> • Maintenance Technicians • Production Workers 	David Dunlap Uniform and Textile Service Association Phone: 703-247-2608 Web: www.utsa.com
Welding	<ul style="list-style-type: none"> • Industrial Survey: Entry Level Welder Skills • Guide for the Training and Qualification of Welding Personnel – Entry Level Welder • Specification for Qualification and Certification for Entry Level Welders 	Jeff Hufsey American Welding Society Phone: 800-443-9353 or 305-443-9353 Email: hufsey@aws.org Web: www.aws.org

Appendix B – Nationally Recognized, Industry-Based Occupational Certifications

This appendix delineates a representative sample of some available nationally recognized, industry-based occupational certifications. Inclusion of a certification herein does not indicate any formal NSSB approval or endorsement, either implicit or implied. The NSSB is currently engaged in the initial stages of establishing a formal occupational certification recognition process.

Occupation	Certification	Contact
Alternative Fuels Technician	Certified Alternative Fuels Technician	National Institute for Automotive Service Excellence Phone: 877-ASE-TECH or 703-713-3800 Email: talktoase@asecert.org Web: www.asecert.org
Application Consultant	Certified SAP-R/3 Application Consultant: Accelerated SAP 2000	SAP Phone: 610-725-4500 Email: info.america@sap-ag.de Web: www.exto3.sap.com/usa/education/certification/index.asp
Application Developer	Certified Internet Webmaster Application Developer	Prosoft Training Phone: 512-328-6140 Email: info@ProsoftTraining.com Web: www.ProsoftTraining.com
Application Developer	Oracle Certified Application Developer	Oracle Corporation Phone: 800-633-0575 Web: www.education.oracle.com/education/certification
Associate Computing Professional	Certified Associate Computing Professional	Institute for Certification of Computing Professionals Phone: 708-299-4227 Email: 74040.3722@compuserve.com Web: www.iccp.org
Associate in Insurance Services	Certified Associate in Insurance Services	Insurance Institute of America Phone: 800-644-2101 Email: cserv@cpcuiia.org Web: www.aicpcu.org
Associate System Administrator	IBM Certified Specialist – AS/400 Associate System Administrator	IBM Corporation Phone: 800-772-2227 Email: edcustomer@novell.com Web: www.ibm.com/education/certify/certs/a4csasa.phtml

Associate System Operator	IBM Certified Specialist – AS/400 Associate System Operator	IBM Corporation Phone: 800-772-2227 Email: edcustomer@novell.com Web: www.ibm.com/education/certify/certs/a4csaso.phtml
Auto Glass Technician	Auto Glass Technician Certification	National Glass Association Phone: 703-442-4890 Email: nga@glass.org Web: www.glass.org
Automobile Technician	Certified Automobile Technician	National Institute for Automotive Service Excellence Phone: 877-ASE-TECH or 703-713-3800 Email: talktoase@asecert.org Web: www.asecert.org
Automotive Advanced Engine Performance Specialist	Certified Automotive Advanced Engine Performance Specialist	National Institute for Automotive Service Excellence Phone: 877-ASE-TECH or 703-713-3800 Email: talktoase@asecert.org Web: www.asecert.org
Biomedical Equipment Technician	Certified Biomedical Equipment Technician	Association for the Advancement of Medical Instrumentation Phone: 703-525-4890 Web: www.aami.org
Bodywork Therapist	Internationally Certified Bodywork Therapist	Associated Bodywork and Massage Professionals Phone: 800-458-2267 or 303-674-8478 Email: expectmore@abmp.com Web: www.abmp.com
Cable Installation Technician	Installer Certification	Society of Cable Telecommunications Engineers Phone: 800-542-5040 or 610-363-6888 Email: hcooper@scte.org Web: www.scte.org
Cable Service Technician	Service Technician Certification	Society of Cable Telecommunications Engineers Phone: 800-542-5040 or 610-363-6888 Email: hcooper@scte.org Web: www.scte.org
Cash Manager	Certified Cash Manager	Treasury Management Association Phone: 301-907-2862 Email: tma@tma-net.org Web: www.tma-net.org/certific
Cash Manager Associate	Certified Cash Manager Associate	Treasury Management Association Phone: 301-907-2862 Email: tma@tma-net.org Web: www.tma-net.org/certific

Chef de Cuisine	Certified Chef de Cuisine	American Culinary Federation Phone: 800-624-9458 or 904-824-4468 Email: acf@acfcchefs.net Web: www.acfcchefs.org
College Bookstore Professional	Certified Store Professional	National Association of College Stores Phone: 800-622-7498 or 440-775-7777 Email: mbecken@nacs.org Web: www.nacs.org
Collision Repair and Refinishing Technician	Certified Collision Repair and Refinishing Technician	National Institute for Automotive Service Excellence Phone: 877-ASE-TECH or 703-713-3800 Email: talktoase@asecert.org Web: www.asecert.org
Compensation Professional	Certified Compensation Professional	American Compensation Association Phone: 602-951-9191 Email: qllr45@prodigy.com Web: www.acaonline.org
Computer Engineer	Lucent Certified Technical Expert: Associate Level	Lucent Technologies Phone: 877-777-1646 Email: lcse@lucent.com Web: www.lucent.com/serviceprovider/lcse/path_to_cert.html
Computer Engineer	Lucent Certified Technical Expert: ATM Associate Level	Lucent Technologies Phone: 877-777-1646 Email: lcse@lucent.com Web: www.lucent-networkcare.com/consulting/education/lcte/3514.asp
Computer Programmer	IBM Certified Specialist – AS/400 RPG Programmer, Level I	IBM Corporation Phone: 800-772-2227 Email: edcustomer@novell.com Web: www.ibm.com/education/certify/certs/a4csrpg1.phtml
Computer Service Technician	A+ Certification	Computing Technology Industry Association Phone: 630-268-1818 Email: info@comptia.org Web: www.comptia.org
Computer Service Technician	Computer Service Technician Certification	Electronics Technicians Association, International Phone: 800-288-3824 or 765-653-8262 Email: eta@indy.tdsnet.com Web: www.eta-sda.com
Computing Professional	Certified Computing Professional	Institute for Certification of Computing Professionals Phone: 708-299-4227 Email: 74040.3722@compuserve.com Web: www.iccp.org

Concrete Field Testing Technician	Concrete Field Testing Technician – Grade I Certification	American Concrete Institute International Phone: 248-848-3788 Email: techniq@aci-int.org Web: www.aci-int.org
Concrete Flatwork Finisher	Concrete Flatwork Finisher and Technician Certification	American Concrete Institute International Phone: 248-848-3788 Email: techniq@aci-int.org Web: www.aci-int.org
Concrete Laboratory Testing Technician	Concrete Laboratory Testing Technician – Grade I Certification	American Concrete Institute International Phone: 248-848-3788 Email: techniq@aci-int.org Web: www.aci-int.org
Concrete Strength Testing Technician	Concrete Strength Testing Technician Certification	American Concrete Institute International Phone: 248-848-3788 Email: techniq@aci-int.org Web: www.aci-int.org
Concrete Transportation Construction Inspector	Concrete Transportation Construction Inspector Certification	American Concrete Institute International Phone: 248-848-3788 Email: techniq@aci-int.org Web: www.aci-int.org
Construction Health and Safety Technician	Construction Health and Safety Technician Certification	Board of Certified Safety Professionals Phone: 217-359-2686 Email: brauer@bcsp.com Web: www.bcsp.com
Control System Technician	Certified Control Systems Technician (Levels I, II, and III)	Instrument Society of America Phone: 919-990-9442 Email: dgrier@isa.org Web: www.isa.org
Court Reporter	Certified Legal Video Specialist	National Court Reporters Association Phone: 800-272-6272 Email: msic@ncrahq.org Web: www.ncraonline.org
Court Reporter	Certified Realtime Reporter	National Court Reporters Association Phone: 800-272-6272 Email: msic@ncrahq.org Web: www.ncraonline.org
Court Reporter	Registered Professional Reporter Certification	National Court Reporters Association Phone: 800-272-6272 Email: msic@ncrahq.org Web: www.ncraonline.org
Crane Operator (Construction)	Crane Operator Certification	National Commission for the Certification of Crane Operators Phone: 703-560-2391 Web: www.nccco.org

Crane Operator (Manufacturing)	Crane Operator Certification	National Commission for the Certification of Crane Operators Phone: 703-560-2391 Web: www.nccco.org
Culinarian	Certified Culinarian	American Culinary Federation Phone: 800-624-9458 or 904-824-4468 Email: acf@acfchefs.net Web: www.acfchefs.org
Culinary Educator	Certified Culinary Educator	American Culinary Federation Phone: 800-624-9458 or 904-824-4468 Email: acf@acfchefs.net Web: www.acfchefs.org
Customer Service Associate, Insurance	Certified Customer Service Associate, Insurance	Life Office Management Association Phone: 770-951-1770 Email: education@loma.org Web: www.loma.org
Customer Service Specialist, Electronics	Customer Service Specialist Certification	Electronics Technicians Association, International Phone: 800-288-3824 or 765-653-8262 Email: eta@indy.tdsnet.com Web: www.eta-sda.com
Database Administrator	Microsoft Certified Database Administrator	Microsoft, Inc. Phone: 800-426-9400 or 425-882-8080 Web: www.microsoft.com/technet/training/default.asp
Database Administrator	Oracle Certified Database Administrator	Oracle Corporation Phone: 800-633-0575 Web: www.education.oracle.com/education/certification
Database Operator	Oracle Certified Database Operator	Oracle Corporation Phone: 800-633-0575 Web: www.education.oracle.com/education/certification
Dental Assistant	Registered Dental Assistant Certification	American Medical Technologists Phone: 800-275-1268 or 847-823-5169 Email: amtmail@aol.com Web: www.amtl.com
Dental Technician	Certified Dental Technician	National Association for Dental Laboratories Phone: 703-610-0243 Email: cbeeton@nadl.org Web: www.nadl.org
Diagnostic Cardiac Sonographer	Registered Diagnostic Cardiac Sonographer Certification	American Registry of Diagnostic Medical Sonographers Phone: 800-541-9754 Email: administration@ardms.org Web: www.ardms.org

Diagnostic Medical Sonographer	Registered Diagnostic Medical Sonographer Certification	American Registry of Diagnostic Medical Sonographers Phone: 800-541-9754 Email: administration@ardms.org Web: www.ardms.org
Diesel Specialist Technician	Certified Diesel Specialist Technician	Association of Diesel Specialists Phone: 816-444-3500 Email: info@diesel.org Web: www.diesel.org
Dietary Manager	Certified Dietary Manager	Dietary Managers Association Phone: 800-323-1908 or 630-587-6336 Web: www.dmaonline.org
Document Imaging Architect	Certified Document Imaging Architect	Computing Technology Industry Association Phone: 630-268-1818 Email: info@comptia.org Web: www.comptia.org
Drafter	Certified Drafter	American Design Drafting Association Phone: 803-771-0008 Email: national@adda.org Web: www.adda.org
Early Childhood Caregiver	Child Development Associate Certification	Council for Professional Recognition Phone: 202-265-9090 Email: webmaster@cdacouncil.org Web: www.cdacouncil.org
E-Commerce Designer	Certified Internet Webmaster E-Commerce Designer	Prosoft Training Phone: 512-328-6140 Email: info@ProsoftTraining.com Web: www.ProsoftTraining.com
Electroencephalographic Technologist	Registered Electroencephalographic Technologist Certification	American Board of Registration of Electroencephalographic and Evoked Potential Technologists Phone: 407-788-6308
Electronics Technician	Certified Electronics Technician	Electronics Technicians Association, International Phone: 800-288-3824 or 765-653-8262 Email: eta@indy.tdsnet.com Web: www.eta-sda.com
Engine Machinist	Certified Engine Machinist	National Institute for Automotive Service Excellence Phone: 877-ASE-TECH or 703-713-3800 Email: talktoase@asecert.org Web: www.asecert.org
Enterprise Architect	Sun Certified Enterprise Architect for Java 2 Platform, Enterprise Edition Technology	Sun Microsystems Phone: 800-422-8020 Email: webmaster@sun.com Web: www.sun.com

Enterprise Developer	Certified Internet Webmaster Enterprise Developer	Prosoft Training Phone: 512-328-6140 Email: info@ProsoftTraining.com Web: www.ProsoftTraining.com
Enterprise Integrator	Certified Enterprise Integrator	Society of Manufacturing Engineers Phone: 800-733-4763 or 313-271-1500 Email: cert@sme.org Web: www.sme.org
Environmental Health Specialist	Registered Environmental Health Specialist Certification	National Environmental Health Association Phone: 303-756-9090 Email: staff@neha.org Web: www.neha.org
Environmental Health Technician	Certified Environmental Health Technician	National Environmental Health Association Phone: 303-756-9090 Email: staff@neha.org Web: www.neha.org
Environmental Professional	Environmental Professional Intern Certification	Institute of Professional Environmental Practice Phone: 412-232-0901 Email: bcunningham@awma.org Web: www.ipep.org
Executive Chef	Certified Executive Chef	American Culinary Federation Phone: 800-624-9458 or 904-824-4468 Email: acf@acfcchefs.net Web: www.acfcchefs.org
Executive Pastry Chef	Certified Executive Pastry Chef	American Culinary Federation Phone: 800-624-9458 or 904-824-4468 Email: acf@acfcchefs.net Web: www.acfcchefs.org
Exercise Leader	Exercise Leader Certification	American College of Sports Medicine Phone: 800-486-5643 Email: crtacsm@acsm.org Web: www.acsm.org/sportsmed/index.htm
Exercise Specialist	Exercise Specialist Certification	American College of Sports Medicine Phone: 800-486-5643 Email: crtacsm@acsm.org Web: www.acsm.org/sportsmed/index.htm
Exercise Test Technologist	Exercise Test Technologist Certification	American College of Sports Medicine Phone: 800-486-5643 Email: crtacsm@acsm.org Web: www.acsm.org/sportsmed/index.htm
Fiber Optics Installer	Fiber Optics Installer Certification	Electronics Technicians Association, International Phone: 800-288-3824 or 765-653-8262 Email: eta@indy.tdsnet.com Web: www.eta-sda.com

Financial Applications Consultant	Oracle Certified Financial Applications Consultant	Oracle Corporation Phone: 800-633-0575 Web: www.education.oracle.com/education/certification
Fluid Power Mechanic	Fluid Power Mechanic Certification	Fluid Power Society Phone: 414-257-0910 Email: fpsociety@aol.com Web: www.IFPS.org
Fluid Power Specialist	Fluid Power Specialist Certification	Fluid Power Society Phone: 414-257-0910 Email: fpsociety@aol.com Web: www.IFPS.org
Fluid Power Technician	Fluid Power Technician Certification	Fluid Power Society Phone: 414-257-0910 Email: fpsociety@aol.com Web: www.IFPS.org
Food Protection Professional	Certified Food Protection Professional	Dietary Managers Association Phone: 800-323-1908 or 630-587-6336 Web: www.dmaonline.org
Foodservice Professional	Certified Foodservice Professional	North American Association of Food Equipment Manufacturers Phone: 312-644-6610 Email: info@nafem.com Web: www.nafem.org/cfsp/index.html
Front Desk Agent	Front Desk Agent Certification	American Hotel and Motel Association Phone: 800-349-0302 Email: infoctr@ahma.org Web: www.ei-ahma.org
Glazier	Glazier Certification, Level I	National Glass Association Phone: 703-442-4890 Email: nga@glass.org Web: www.glass.org
Hazardous Substance Specialist	Registered Hazardous Substance Specialist Certification	National Environmental Health Association Phone: 303-756-9090 Email: staff@neha.org Web: www.neha.org
Hazardous Substance Technician	Registered Environmental Technician Certification	National Environmental Health Association Phone: 303-756-9090 Email: staff@neha.org Web: www.neha.org
Health/Fitness Instructor	Health/Fitness Instructor Certification	American College of Sports Medicine Phone: 800-486-5643 Email: crtacsm@acsm.org Web: www.acsm.org/sportsmed/index.htm

Health Insurance Associate	Certified Health Insurance Associate	Health Insurance Association of America Phone: 202-823-1853 Web: www.hiaa.org
Heating, Ventilation, Air Conditioning, and Refrigeration Installation and Repair Technician	Air Conditioning Installation Technician Certification	North American Technician Excellence Phone: 877-420-NATE or 703-610-9033 Web: www.natex.org
Heating, Ventilation, Air Conditioning, and Refrigeration Installation and Repair Technician	Air Conditioning Service Technician Certification	North American Technician Excellence Phone: 877-420-NATE or 703-610-9033 Web: www.natex.org
Heating, Ventilation, Air Conditioning, and Refrigeration Installation and Repair Technician	Air Distribution Installation Technician Certification	North American Technician Excellence Phone: 877-420-NATE or 703-610-9033 Web: www.natex.org
Heating, Ventilation, Air Conditioning, and Refrigeration Installation and Repair Technician	Air Distribution Service Technician Certification	North American Technician Excellence Phone: 877-420-NATE or 703-610-9033 Web: www.natex.org
Heating, Ventilation, Air Conditioning, and Refrigeration Installation and Repair Technician	Gas Furnace Installation Technician Certification	North American Technician Excellence Phone: 877-420-NATE or 703-610-9033 Web: www.natex.org

Heating, Ventilation, Air Conditioning, and Refrigeration Installation and Repair Technician	Gas Furnace Service Technician Certification	North American Technician Excellence Phone: 877-420-NATE or 703-610-9033 Web: www.natex.org
Heating, Ventilation, Air Conditioning, and Refrigeration Installation and Repair Technician	Heat Pump Installation Technician Certification	North American Technician Excellence Phone: 877-420-NATE or 703-610-9033 Web: www.natex.org
Heating, Ventilation, Air Conditioning, and Refrigeration Installation and Repair Technician	Heat Pump Service Technician Certification	North American Technician Excellence Phone: 877-420-NATE or 703-610-9033 Web: www.natex.org
Heating, Ventilation, Air Conditioning, and Refrigeration Installation and Repair Technician	Oil Furnace Installation Technician Certification	North American Technician Excellence Phone: 877-420-NATE or 703-610-9033 Web: www.natex.org
Heating, Ventilation, Air Conditioning, and Refrigeration Installation and Repair Technician	Oil Furnace Service Technician Certification	North American Technician Excellence Phone: 877-420-NATE or 703-610-9033 Web: www.natex.org
Hospitality Lodging Room Attendant	Room Attendant Certification	American Hotel and Motel Association Phone: 800-349-0302 Email: infoctr@ahma.org Web: www.ei-ahma.org

Hospitality Restaurant Server	Restaurant Server Certification	American Hotel and Motel Association Phone: 800-349-0302 Email: infoctr@ahma.org Web: www.ei-ahma.org
Hospitality Sales and Promotions Professional	Certified Hospitality Sales Professional	American Hotel and Motel Association Phone: 800-349-0302 Email: infoctr@ahma.org Web: www.ei-ahma.org
Hospitality Supervisor	Certified Hospitality Supervisor	American Hotel and Motel Association Phone: 800-349-0302 Email: infoctr@ahma.org Web: www.ei-ahma.org
Hospitality Technology Professional	Certified Hospitality Technology Professional	Hospitality Financial and Technology Professionals Phone: 800-646-4387 or 512-249-5333 Email: lhart@hftp.org Web: www.hftp.org
Hospitality Travel Counselor	Certified Travel Counselor	Institute of Certified Travel Agents Phone: 800-542-4282 or 781-237-0280 Email: icta-info@icta.com Web: www.icta.com
Housekeeper	Certified Frontline Associate	International Executive Housekeepers Association Phone: 800-200-6342 or 614-895-7166 Email: excel@ieha.org Web: www.ieha.org
Human Resource Professional	Human Resource Certification	Society for Human Resource Management Phone: 703-548-3440 Email: shrm@shrm.org Web: www.shrm.org
Hydraulic Technician	Hydraulic Technician Certification	Fluid Power Society Phone: 414-257-0910 Email: fpsociety@aol.com Web: www.IFPS.org
Industrial Hydraulic Mechanic	Industrial Hydraulic Mechanic Certification	Fluid Power Society Phone: 414-257-0910 Email: fpsociety@aol.com Web: www.IFPS.org
Inspection, Cleaning, and Restoration Technician	Certified Inspection, Cleaning, and Restoration Technician	Institute for Inspection, Cleaning, and Restoration Certification Phone: 360-693-5675 Email: info@iicrc.org Web: www.iicrc.org

Integrated Resource Management Professional	Certification in Integrated Resource Management	American Production and Inventory Control Society Phone: 800-444-2742 or 703-354-8851 Email: service@apicshq.org Web: www.apics.org
Internet Architect	Novell Certified Internet Architect	Novell, Inc. Phone: 408-967-5000 Web: www.novell.com
Internet Business Strategist	Novell Certified Internet Business Strategist	Novell, Inc. Phone: 408-967-5000 Web: www.novell.com
Internet Professional	Novell Certified Internet Professional	Novell, Inc. Phone: 408-967-5000 Web: www.novell.com
Internet Security Professional	Certified Internet Webmaster Security Professional	Prosoft Training Phone: 512-328-6140 Email: info@ProsoftTraining.com Web: www.ProsoftTraining.com
Internet Webmaster Associate	Certified Internet Webmaster Associate	Prosoft Training Phone: 512-328-6140 Email: info@ProsoftTraining.com Web: www.ProsoftTraining.com
Internet-working Professional	Certified Internet Webmaster Internetworking Professional	Prosoft Training Phone: 512-328-6140 Email: info@ProsoftTraining.com Web: www.ProsoftTraining.com
Intranet Manager	Novell Certified Intranet Manager	Novell, Inc. Phone: 408-967-5000 Web: www.novell.com
Laboratory Technician	Registered Laboratory Technician Certification	American Association of Bioanalysts Phone: 314-241-1445 Email: aab@aab.org Web: www.aab.org
Landscape Technician	Certified Landscape Technician	Associated Landscape Contractors of America Phone: 800-395-2522 Email: info@alca.org Web: www.alca.org
Legal Assistant	Certified Legal Assistant	National Association of Legal Assistants Phone: 918-587-6828 Email: nalanet@nala.org Web: www.nala.org
Legal Assistant Specialist	Certified Legal Assistant Specialist	National Association of Legal Assistants Phone: 918-587-6828 Email: nalanet@nala.org Web: www.nala.org

Lodging Security Officer	Certified Lodging Security Officer	American Hotel and Motel Association Phone: 800-349-0302 Email: infoctr@ahma.org Web: www.ei-ahma.org
Lotus Notes Application Developer	Certified Lotus Notes Application Developer	Lotus Development Corporation Phone: 800-343-5414 or 617-577-8500 Email: supportweb@lotus.com Web: www.lotus.com
Lotus Notes Specialist	Certified Lotus Notes Specialist	Lotus Development Corporation Phone: 800-343-5414 or 617-577-8500 Email: supportweb@lotus.com Web: www.lotus.com
Lotus Notes System Administrator	Certified Lotus Notes System Administrator	Lotus Development Corporation Phone: 800-343-5414 or 617-577-8500 Email: supportweb@lotus.com Web: www.lotus.com
Machine Tool Technician	Machining Skills Level I Certification	National Institute for Metalworking Skills Phone: 703-352-4971 Email: nims@nims-skills.org Web: www.nims-skills.org
Manufacturing Engineer	Certified Manufacturing Engineer	Society of Manufacturing Engineers Phone: 800-733-4763 or 313-271-1500 Email: cert@sme.org Web: www.sme.org
Manufacturing Technologist	Certified Manufacturing Technologist	Society of Manufacturing Engineers Phone: 800-733-4763 or 313-271-1500 Email: cert@sme.org Web: www.sme.org
Massage Therapist	Internationally Certified Massage Therapist	Associated Bodywork and Massage Professionals Phone: 800-458-2267 or 303-674-8478 Email: expectmore@abmp.com Web: www.abmp.com
Master Chef	Certified Master Chef	American Culinary Federation Phone: 800-624-9458 or 904-824-4468 Email: acf@acfchefs.net Web: www.acfchefs.org
Master Pastry Chef	Certified Master Pastry Chef	American Culinary Federation Phone: 800-624-9458 or 904-824-4468 Email: acf@acfchefs.net Web: www.acfchefs.org
Mechanical Inspector	Certified Mechanical Inspector	American Society for Quality Phone: 800-248-1946 or 414-765-7206 Email: sharthun@asq.org Web: www.asq.org

Medical Assistant	Certified Medical Assistant	American Association of Medical Assistants Phone: 312-899-1500 Web: www.aama-ntl.org
Medical Assistant	Registered Medical Assistant Certification	American Medical Technologists Phone: 800-275-1268 or 847-823-5169 Email: amtmail@aol.com Web: www.amtl.com
Medical Laboratory Technician	Certified Medical Laboratory Technician	American Medical Technologists Phone: 800-275-1268 or 847-823-5169 Email: amtmail@aol.com Web: www.amtl.com
Medical Technologist	Certified Medical Technologist	American Medical Technologists Phone: 800-275-1268 or 847-823-5169 Email: amtmail@aol.com Web: www.amtl.com
Medical Technologist	Registered Medical Technologist Certification	American Association of Bioanalysts Phone: 314-241-1445 Email: aab@aab.org Web: www.aab.org
Medical Transcription-ist	Certified Medical Transcriptionist	American Association for Medical Transcription Phone: 800-578-9823 or 209-551-7826 Email: mtcc@aamt.org Web: www.aamt.org
Medium/Heavy Truck Technician	Certified Medium/Heavy Truck Technician	National Institute for Automotive Service Excellence Phone: 877-ASE-TECH or 703-713-3800 Email: talktoase@asecert.org Web: www.asecert.org
Meeting Manager	Certification in Meeting Management	Meeting Professionals International Phone: 972-702-3000 Email: education@mpiweb.org Web: www.mpiweb.org
Meeting Professional	Certified Meeting Professional	Convention Industry Council Phone: 703-610-9030 Email: cmp@cmponline.org Web: www.conventionindustry.org
Metal Forming Technician	Metal Forming Skills Level I Certification	National Institute for Metalworking Skills Phone: 703-352-4971 Email: nims@nims-skills.org Web: www.nims-skills.org
Mobile Hydraulic Mechanic	Mobile Hydraulic Mechanic Certification	Fluid Power Society Phone: 414-257-0910 Email: fpsociety@aol.com Web: www.IFPS.org

Network Administrator	Novell Certified Administrator	Novell, Inc. Phone: 408-967-5000 Web: www.novell.com
Network Computer Technician	Certified Network Computer Technician	Electronics Technicians Association, International Phone: 800-288-3824 or 765-653-8262 Email: eta@indy.tdsnet.com Web: www.eta-sda.com
Network Directory Engineer	Novell Certified Directory Engineer	Novell, Inc. Phone: 408-967-5000 Web: www.novell.com
Network Engineer	Novell Certified Network Engineer	Novell, Inc. Phone: 408-967-5000 Web: www.novell.com
Network Professional	Cisco Certified Design Associate	Cisco Phone: 800-553-NETS or 408-526-4000 Email: jobs@cisco.com Web: www.cisco.com
Network Professional	Cisco Certified Design Professional	Cisco Phone: 800-553-NETS or 408-526-4000 Email: jobs@cisco.com Web: www.cisco.com
Network Professional	Cisco Certified Internet Expert	Cisco Phone: 800-553-NETS or 408-526-4000 Email: jobs@cisco.com Web: www.cisco.com
Network Professional	Cisco Certified Network Associate	Cisco Phone: 800-553-NETS or 408-526-4000 Email: jobs@cisco.com Web: www.cisco.com
Network Professional	Cisco Certified Network Professional	Cisco Phone: 800-553-NETS or 408-526-4000 Email: jobs@cisco.com Web: www.cisco.com
Network Systems Technician	Certified Network Systems Technician	Electronics Technicians Association, International Phone: 800-288-3824 or 765-653-8262 Email: eta@indy.tdsnet.com Web: www.eta-sda.com
Network Technician	Network + Certification	Computing Technology Industry Association Phone: 630-268-1818 Email: info@comptia.org Web: www.comptia.org
Network Technician, Internet	i-Net + Certification	Computing Technology Industry Association Phone: 630-268-1818 Email: info@comptia.org Web: www.comptia.org

Network Technician, Internet, Advanced	Server + Certification	Computing Technology Industry Association Phone: 630-268-1818 Email: info@comptia.org Web: www.comptia.org
Nuclear Medicine Technologist	Certified Nuclear Medicine Technologist	Nuclear Medicine Technology Certification Board Phone: 404-315-1739 Email: board@nmtcb.org Web: www.nmtcb.org
Occupational Health and Safety Technologist	Occupational Health and Safety Technologist Certification	Board of Certified Safety Professionals Phone: 217-359-2686 Email: brauer@bcsp.com Web: www.bcsp.com
Occupational Hearing Conservation-ist	Certified Occupational Hearing Conservationist	Council for Accreditation in Occupational Hearing Conservation Phone: 414-276-5338 Email: info@caohc.org Web: www.caohc.org
Occupational Therapy Assistant	Certified Occupational Therapy Assistant	National Board for Certification in Occupational Therapy Phone: 301-990-7979 Email: doliveira@nbcot.org Web: www.nbcot.org
Parts Specialist	Certified Parts Specialist	National Institute for Automotive Service Excellence Phone: 877-ASE-TECH or 703-713-3800 Email: talktoase@asecert.org Web: www.asecert.org
Pastry Culinarian	Certified Pastry Culinarian	American Culinary Federation Phone: 800-624-9458 or 904-824-4468 Email: acf@acfchefs.net Web: www.acfchefs.org
Pedorthist	Certified Pedorthist	Board for Certification in Pedorthics Phone: 800-560-2025 or 410-381-5729 Web: www.cpeds.org
Personal Computer Service and Support Professional	Certified Professional – PC Service and Support	The Learning Tree, Inc. Phone: 800-843-8733 Email: uscourses@learningtree.com Web: www.learningtree.com/us/cert/progs/753.html
Pharmacy Technician	Certified Pharmacy Technician	Pharmacy Technician Certification Board Phone: 202-429-7576 Email: melissa.murer@helix.stlcp.edu Web: www.mbnet.mb.ca/ptec/ptcb.html

Phlebotomy Technician	Registered Phlebotomy Technician Certification	American Medical Technologists Phone: 800-275-1268 or 847-823-5169 Email: amtmail@aol.com Web: www.amtl.com
Physician Assistant	Certified Physician Assistant	National Commission on Certification of Physician Assistants Phone: 770-734-4500 Email: nccpa@nccpa.net Web: www.nccpa.net
Physician Office Laboratory Technician	Certified Physician Office Laboratory Technician	American Association of Bioanalysts Phone: 314-241-1445 Email: aab@aab.org Web: www.aab.org
Plastics Industry Machine Operator	Certified Operator	The Society of the Plastics Industry Phone: 202-974-5346 Email: ncpa@socplas.org Web: www.certifyme.org
Pneumatic Mechanic	Pneumatic Mechanic Certification	Fluid Power Society Phone: 414-257-0910 Email: fpsociety@aol.com Web: www.IFPS.org
Pneumatic Technician	Pneumatic Technician Certification	Fluid Power Society Phone: 414-257-0910 Email: fpsociety@aol.com Web: www.IFPS.org
Production and Inventory Management Professional	Certification in Production and Inventory Management	American Production and Inventory Control Society Phone: 800-444-2742 or 703-354-8851 Email: service@apics.org Web: www.apics.org
Professional Legal Secretary	Certified Professional Legal Secretary	National Association of Legal Secretaries Phone: 918-582-5188 Email: nals@mail.webtek.com Web: www.nals.org
Professional Network Administrator	IBM Certified Specialist – AS/400 Professional Network Administrator	IBM Corporation Phone: 800-772-2227 Email: edcustomer@novell.com Web: www.ibm.com/education/certify/certs/a4cspna.phtml
Professional Secretary	Certified Professional Secretary	Professional Secretaries International Phone: 816-891-6600 Email: cps@psi.org Web: www.gvi.net/psi/

Programmer	Sun Certified Developer for Java 2 Platform Program	Sun Microsystems Phone: 800-422-8020 Email: webmaster@sun.com Web: www.sun.com
Programmer	Sun Certified Programmer for Java 2	Sun Microsystems Phone: 800-422-8020 Email: webmaster@sun.com Web: www.sun.com
Project Manager	Project Management Professional Certification	Project Management Institute Phone: 610-356-4600 Email: pmihq@pmi.org Web: www.pmi.org
Psychiatric Technician	Certified Psychiatric Technician	American Association of Psychiatric Technicians Phone: 800-391-7589 or 602-873-1890 Email: aaptinc@aztec.asu.edu Web: www.aapt-ins.com
Pulmonary Function Technologist	Certified Pulmonary Function Technologist	National Board for Respiratory Care Phone: 913-599-4200 Email: nbrc-info@nbrc.org Web: www.nbrc.org
Pulmonary Function Technologist	Registered Pulmonary Function Technologist Certification	National Board for Respiratory Care Phone: 913-599-4200 Email: nbrc-info@nbrc.org Web: www.nbrc.org
Quality Technician	Certified Quality Technician	American Society for Quality Phone: 800-248-1946 or 414-765-7206 Email: sharthun@asq.org Web: www.asq.org
Radiologic Technologist	Registered Radiologic Technologist Certification	American Registry of Radiologic Technologists Phone: 651-687-0048 Web: www.aart.org
Respiratory Therapist	Registered Respiratory Therapist Certification	National Board for Respiratory Care Phone: 913-599-4200 Email: nbrc-info@nbrc.org Web: www.nbrc.org
Respiratory Therapy Technician	Certified Respiratory Therapy Technician	National Board for Respiratory Care Phone: 913-599-4200 Email: nbrc-info@nbrc.org Web: www.nbrc.org
Safety Professional	Certified Safety Professional	Board of Certified Safety Professionals Phone: 217-359-2686 Email: brauer@bcsp.com Web: www.bcsp.com

Safety Trained Supervisor in Construction	Safety Trained Supervisor in Construction Certification	Board of Certified Safety Professionals Phone: 217-359-2686 Email: brauer@bcsp.com Web: www.bcsp.com
Salesperson	Certified Professional Salesperson	Sales and Marketing Executives International Phone: 770-661-8500 Email: sales@smel.org Web: www.smei.org
Sanitarian	Registered Sanitarian Certification	National Environmental Health Association Phone: 303-756-9090 Email: staff@neha.org Web: www.neha.org
Satellite System Installer	Certified Satellite Installer and TV Receive Technician Only	Electronics Technicians Association, International Phone: 800-288-3824 or 765-653-8262 Email: eta@indy.tdsnet.com Web: www.eta-sda.com
School Bus Technician	Certified School Bus Technician	National Institute for Automotive Service Excellence Phone: 877-ASE-TECH or 703-713-3800 Email: talktoase@asecert.org Web: www.asecert.org
School Service and Nutrition Specialist	Certified School Service and Nutrition Specialist	American School Food Service Association Phone: 703-739-3900 Email: asfsa@asfsa.org Web: www.asfsa.org
Server Administrator	Certified Internet Webmaster Server Administrator	Prosoft Training Phone: 512-328-6140 Email: info@ProsoftTraining.com Web: www.ProsoftTraining.com
Site Designer	Certified Internet Webmaster Site Designer	Prosoft Training Phone: 512-328-6140 Email: info@ProsoftTraining.com Web: www.ProsoftTraining.com
Small Dish Installer (Small DBS Earth Station/TV Receive Only)	Registered Small Dish Installer	Electronics Technicians Association, International Phone: 800-288-3824 or 765-653-8262 Email: eta@indy.tdsnet.com Web: www.eta-sda.com
Software Engineer	Certified Professional – Software Engineering Practice	The Learning Tree, Inc. Phone: 800-843-8733 Email: uscourses@learningtree.com Web: www.learningtree.com/us/cert/progs/647.html

Software Engineer	Certified Professional – Software Engineering Process	The Learning Tree, Inc. Phone: 800-843-8733 Email: uscourses@learningtree.com Web: www.learningtree.com/us/cert/progs/646.html
Software Manager	Certified Software Manager	Software Publishers Association Phone: 800-388-7478 Email: csminfo@spa.org Web: www.spa.org
Solution Developer	Microsoft Certified Solution Developer	Microsoft, Inc. Phone: 800-426-9400 or 425-882-8080 Web: www.microsoft.com/technet/training/default.asp
Solutions Associate	3 Com Certified Solutions Associate	3 Com Phone: 800-876-3266 Email: MNS/Administrator@3com.com Web: www.3com.com/training/3comu/certification/index.html
Solutions Expert	3 Com Certified Solutions Expert	3 Com Phone: 800-876-3266 Email: MNS/Administrator@3com.com Web: www.3com.com/training/3comu/certification/index.html
Somatic Therapist	Internationally Certified Somatic Therapist	Associated Bodywork and Massage Professionals Phone: 800-458-2267 or 303-674-8478 Email: expectmore@abmp.com Web: www.abmp.com
Sous Chef	Certified Sous Chef	American Culinary Federation Phone: 800-624-9458 or 904-824-4468 Email: acf@acfchefs.net Web: www.acfchefs.org
Survey Technician	Survey Technician Certification	National Society of Professional Surveyors Phone: 301-493-0200 Email: nsp@mindspring.org Web: www.survmap.org
Systems Associate	3 Com Certified Systems Associate	3 Com Phone: 800-876-3266 Email: MNS/Administrator@3com.com Web: www.3com.com/training/3comu/certification/ndex.html
Systems Engineer	Microsoft Certified Systems Engineer	Microsoft, Inc. Phone: 800-426-9400 or 425-882-8080 Web: www.microsoft.com/technet/training/default.asp

Systems Engineer	Microsoft Certified Systems Engineer + Internet	Microsoft, Inc. Phone: 800-426-9400 or 425-882-8080 Web: www.microsoft.com/technet/training/default.asp
Systems Expert	3 Com Certified Systems Expert	3 Com Phone: 800-876-3266 Email: MNS/Administrator@3com.com Web: www.3com.com/training/3comu/certification/index.html
Systems Maintenance Technician	Certified Systems Maintenance Technician	Building Owners and Managers Association, International Phone: 800-235-2664 Email: genmail@bomi-edu.org Web: www.boma.org/bomihome.htm
Technical Baker	Baking Science and Technology Certification	American Institute of Baking Phone: 800-633-5137 or 785-587-4750 Email: kodonnell@aibonline.org Web: www.aibonline.org
Technical Baker	Certified Baker	American Institute of Baking Phone: 800-633-5137 or 785-587-4750 Email: kodonnell@aibonline.org Web: www.aibonline.org
Technical Consultant	Certified SAP – R/3 Technical Consultant: Workflow 2000	SAP Phone: 610-725-4500 Email: info.america@sap-ag.de Web: www.exto3.sap.com/usa/education/certification/index.asp
Therapeutic Massage and Bodywork Professional	Certification in Therapeutic Massage and Bodywork	National Certification Board for Therapeutic Massage and Bodywork Phone: 800-296-0664 or 703-610-9015 Email: rfrederickson@ncbtmb.com Web: www.ncbtmb.com
Tractor-Trailer Driver, Entry Level	Entry Level Tractor-Trailer Driver Certification	Professional Truck Driver Institute Phone: 703-838-8842 Email: vderoze@truckload.org Web: www.ptdi.org
Travel Counselor	Certified Travel Counselor	Institute of Certified Travel Agents Phone: 800-542-4282 or 781-237-0280 Email: icta-info@icta.com Web: www.icta.com
Travel Industry Specialist	Certified Travel Industry Specialist	American Bus Association Phone: 800-283-2877 or 202-842-1645 Email: abainfo@buses.org Web: www.buses.org

Treasury Executive	Certified Treasury Executive	Treasury Management Association Phone: 301-907-2862 Email: tma@tma-net.org Web: www.tma-net.org/certific
Vascular Technologist	Registered Vascular Technologist Certification	American Registry of Diagnostic Medical Sonographers Phone: 800-541-9754 or 301-738-8401 Email: administration@ardms.org Web: www.ardms.org
Web Designer	Novell Certified Web Designer	Novell, Inc. Phone: 408-967-5000 Web: www.novell.com
Web Developer	Novell Certified Web Developer	Novell, Inc. Phone: 408-967-5000 Web: www.novell.com
Welder, Advanced Level	Advanced Level Welder Certification	American Welding Society Phone: 800-443-9353 or 305-443-9353 Email: info@aws.org Web: www.aws.org
Welder, Entry Level	Entry Level Welder Certification	American Welding Society Phone: 800-443-9353 or 305-443-9353 Email: info@aws.org Web: www.aws.org
Welder, Expert Level	Expert Level Welder Certification	American Welding Society Phone: 800-443-9353 or 305-443-9353 Email: info@aws.org Web: www.aws.org
Working Chef	Certified Working Chef	American Culinary Federation Phone: 800-624-9458 or 904-824-4468 Email: acf@acfchefs.net Web: www.acfchefs.org
Working Pastry Chef	Certified Working Pastry Chef	American Culinary Federation Phone: 800-624-9458 or 904-824-4468 Email: acf@acfchefs.net Web: www.acfchefs.org